

IN THE CLAIMS:

The text of all pending claims, (including withdrawn claims) is set forth below. Cancelled and not entered claims are indicated with claim number and status only. The claims as listed below show added text with underlining and deleted text with ~~striketrough~~. The status of each claim is indicated with one of (original), (currently amended), (cancelled), (withdrawn), (new), (previously presented), or (not entered).

Please AMEND claims 1-5 and 8-13 in accordance with the following:

1. (CURRENTLY AMENDED) A multi-channel processing control device comprising:

process request determination means for accepting process requests from a plurality of channels as communication means between a user and call center, and determining whether process requests from a plurality of channels are real-time process requests needing processing in real-time, or non-real-time process requests not needing processing in real-time based on a ~~channel type that indicates~~ an indication of properties of a channel that generates said process requests and based on services in a queue category;

real-time processing allocation means for allocating process requests determined to be real-time process requests to processing terminals that are currently open ~~open~~ available among a plurality of channels capable of a said real-time process;

non-real-time processing administrating means for administrating process requests determined to be said non-real-time process requests, as well as priority levels therefor; and

non-real-time processing allocation means for allocating non-real-time processes administrated by said non-real-time processing administrating means to any of the processing terminals, said allocation performed with consideration given to the priority level and to suitability of the terminal for handling the process.

2. (CURRENTLY AMENDED) A multi-channel processing control method comprising:

determining whether process requests generated from a plurality of channels are real-time process requests needing processing in real-time, or non-real-time process requests not needing processing in real-time based on services in a queue category;

~~determining whether said process request is a real-time process request and~~ allocating those real-time process requests to processing terminals that are currently available among ~~channels capable of among~~ a plurality of channels capable of a said real-time process; and

~~determining whether said process request is a non-real-time process request and~~
administering said non-real-time process request as well as a priority level therefor.

3. (CURRENTLY AMENDED) A multi-channel processing control method as set forth in claim 2, further comprising ~~a step for~~ allocating a non-real-time process request currently being administrated to ~~the~~ a most appropriate processing terminal, based on the priority level of the request and suitability of ~~open~~ available processing terminals capable of processing said non-real-time process request.

4. (CURRENTLY AMENDED) A multi-channel processing control method for processing terminals handled by operators processing incoming tasks and processing terminals handled by operators processing outgoing tasks, at least one of the operators being a dual-duty operator capable of processing either incoming tasks or outgoing tasks, comprising:

allocating the processing terminal handled by said dual-duty operator to either incoming tasks or outgoing tasks based on a current status of the processing terminals handled by the operators,

wherein said incoming tasks and outgoing tasks include both real-time and non-real-time process requests arising from channels including, in addition to the processing terminals handled by said operators, Web agents handling process requests generated by Internet web servers, e-mail agents handling process requests generated by e-mail servers, and automatic voice response devices automatically processing incoming signals from public lines.

5. (CURRENTLY AMENDED) A multi-channel processing control method as set forth in claim 4, wherein among the processing terminals handled by said operators, at least one processing terminal is kept ~~open~~ available for real-time incoming tasks.

6. (CANCELLED)

7. (PREVIOUSLY PRESENTED) A multi-channel processing control method as set forth in either claim 4 or 5, wherein said outgoing tasks include pre-planned non-real-time process requests not requiring real-time processing.

8. (CURRENTLY AMENDED) A recording medium on which is recorded a program for a multi-channel control method, the method comprising:

determining whether process requests generated from a plurality of channels are real-time process requests needing processing in real-time, or non-real-time process requests not needing processing in real-time based on services in a queue category;

~~determining whether said process request is a real-time process request and allocating those real-time process requests to processing terminals that are currently ~~open~~ available among channels capable of among a plurality of channels capable of a said-real-time process;~~

and

~~determining whether said process request is a non-real-time process request and administrating said non-real-time process request as well as a priority level therefor.~~

9. (CURRENTLY AMENDED) A transmission medium transmitting a program for the a multi-channel control method, the method comprising:

determining whether process requests generated from a plurality of channels are real-time process requests needing processing in real-time, or non-real-time process requests not needing processing in real-time based on services in a queue category;

~~determining whether said process request is a real-time process request and allocating those real-time process requests to processing terminals that are currently ~~open~~ available among channels capable of among a plurality of channels capable of a said-real-time process;~~

and

~~determining whether said process request is a non-real-time process request and administrating said non-real-time process request as well as a priority level therefor.~~

10. (CURRENTLY AMENDED) A recording medium on which is recorded a program for a multi-channel control method for processing terminals handled by operators processing incoming tasks and processing terminals handled by operators processing outgoing tasks, at least one of the operators being a dual-duty operator capable of processing either incoming tasks or outgoing tasks, the method comprising:

allocating the processing terminal handled by said dual-duty operator to either incoming tasks or outgoing tasks based on a current status of the processing terminals handled by the operators,

wherein said incoming tasks and outgoing tasks include both real-time and non-real-time process requests arising from channels including, in addition to the processing terminals handled by said operators, Web agents handling process requests generated by Internet web servers, e-mail agents handling process requests generated by e-mail servers, and automatic

voice response devices automatically processing incoming signals from public lines.

11. (CURRENTLY AMENDED) A transmission medium transmitting a program for the a multi-channel control method for processing terminals handled by operators processing incoming tasks and processing terminals handled by operators processing outgoing tasks, at least one of the operators being a dual-duty operator capable of processing either incoming tasks or outgoing tasks, the method comprising:

allocating the processing terminal handled by said dual-duty operator to either incoming tasks or outgoing tasks based on a current status of the processing terminals handled by the operators,

wherein said incoming tasks and outgoing tasks include both real-time and non-real-time process requests arising from channels including, in addition to the processing terminals handled by said operators, Web agents handling process requests generated by Internet web servers, e-mail agents handling process requests generated by e-mail servers, and automatic voice response devices automatically processing incoming signals from public lines.

12. (CURRENTLY AMENDED) The recording medium according to claim 8, wherein among the processing terminals handled by said operators, at least one processing terminal is kept open available for real-time incoming tasks.

13. (CURRENTLY AMENDED) The transmission medium according to claim 9, wherein among the processing terminals handled by said operators, at least one processing terminal is kept open available for real-time incoming tasks.

14. (CURRENTLY AMENDED) The recording medium according to claim 10, wherein among the processing terminals handled by said operators, at least one processing terminal is kept open available for real-time incoming tasks.

15. (CURRENTLY AMENDED) The transmission medium according to claim 11, wherein among the processing terminals handled by said operators, at least one processing terminal is kept open available for real-time incoming tasks.